Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

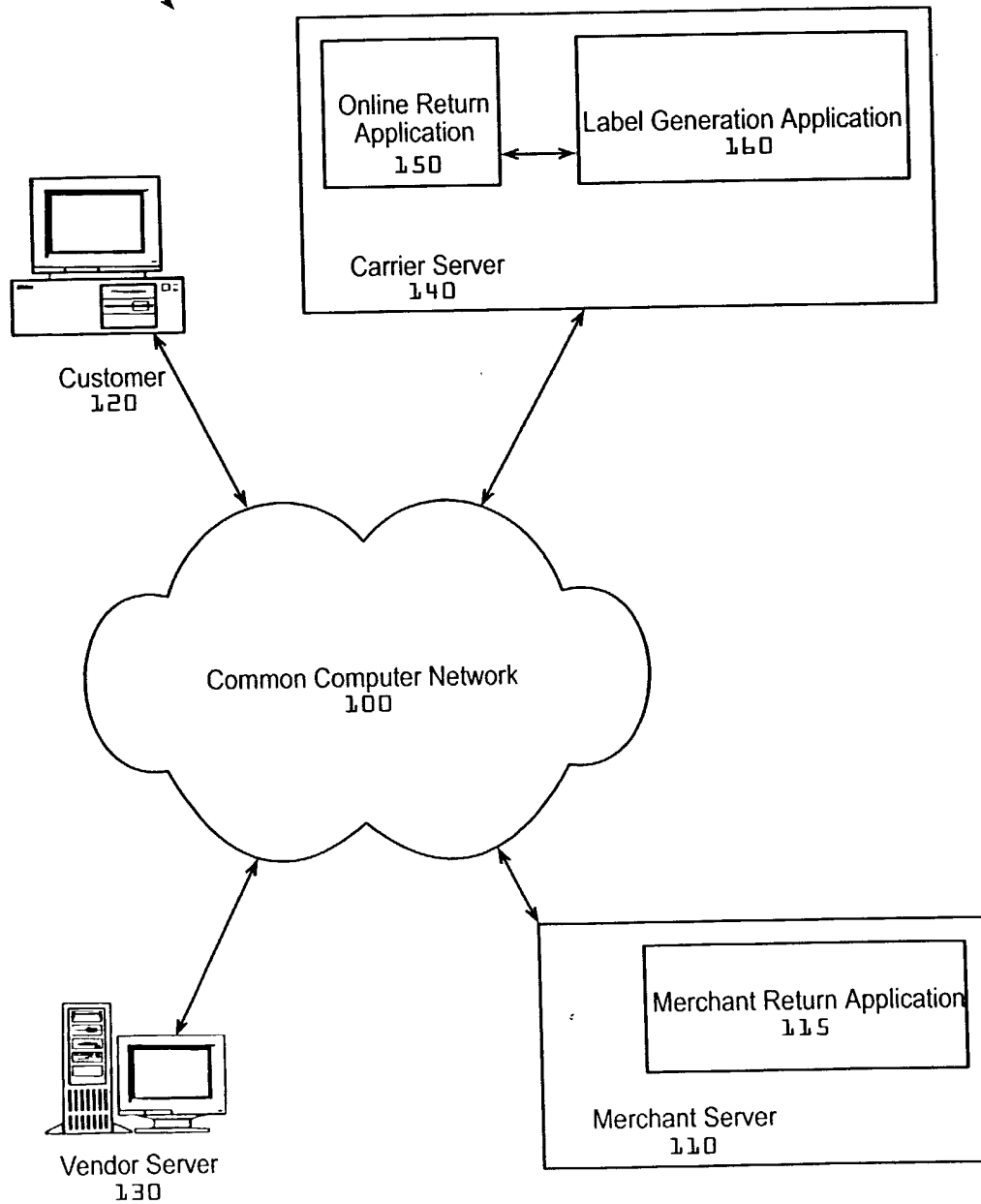Electronic Return System
10

Online Return
Application
150

Label Generation Application
160

Carrier Server
140

Customer
120

Common Computer Network
100

Merchant Return Application
115

Merchant Server
110

Vendor Server
130

Fig. 1

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
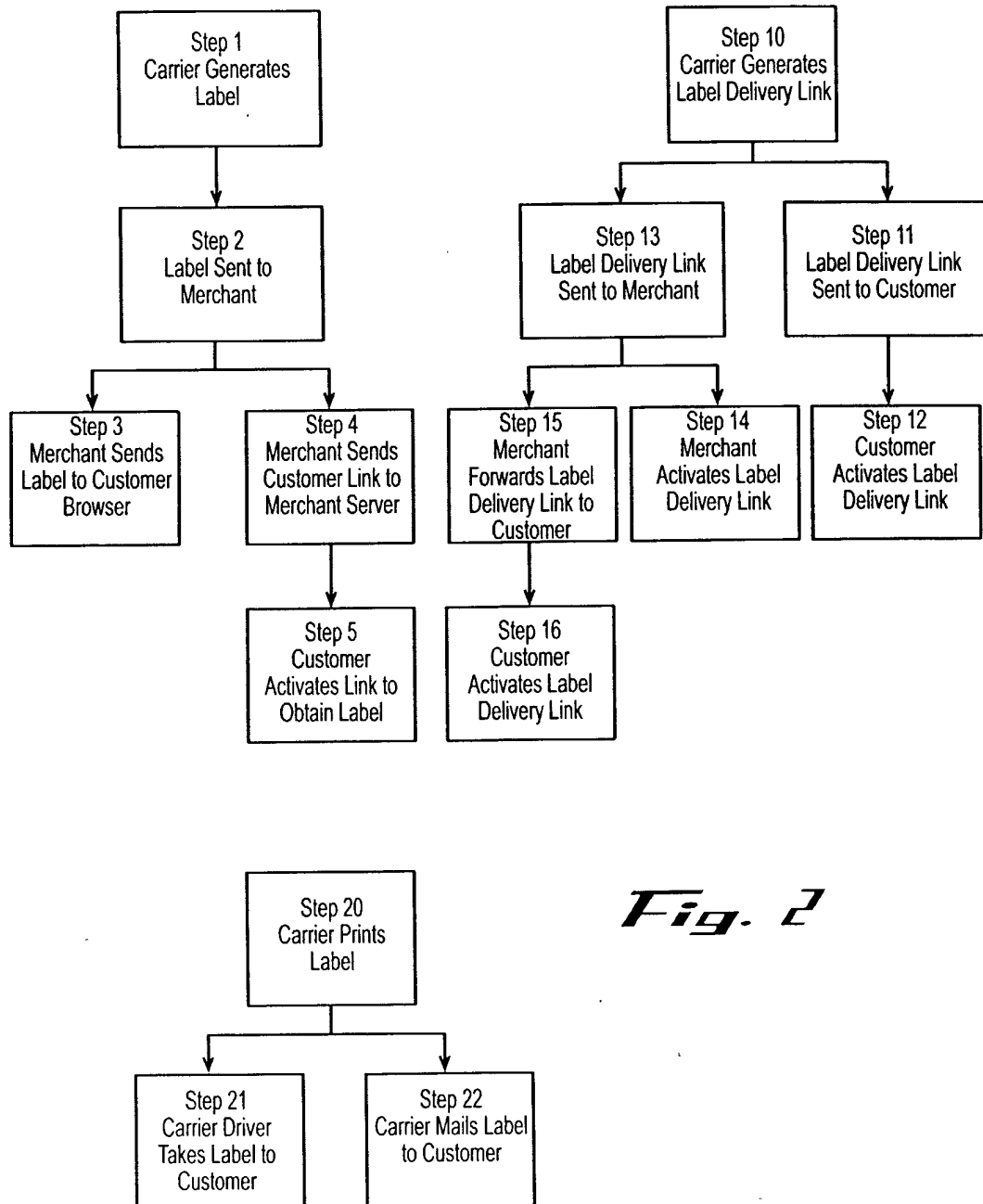Attorney Docket Number: 18360/236825

Step 1
Carrier Generates
Label

Step 2
Label Sent to
Merchant

Step 3
Merchant Sends
Label to Customer
Browser

Step 4
Merchant Sends
Customer Link to
Merchant Server

Step 5
Customer
Activates Link to
Obtain Label

Step 10
Carrier Generates
Label Delivery Link

Step 13
Label Delivery Link
Sent to Merchant

Step 11
Label Delivery Link
Sent to Customer

Step 15
Merchant
Forwards Label
Delivery Link to
Customer

Step 14
Merchant
Activates Label
Delivery Link

Step 12
Customer
Activates Label
Delivery Link

Step 16
Customer
Activates Label
Delivery Link

Step 20
Carrier Prints
Label

Step 21
Carrier Driver
Takes Label to
Customer

Step 22
Carrier Mails Label
to Customer

Fig. 2

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
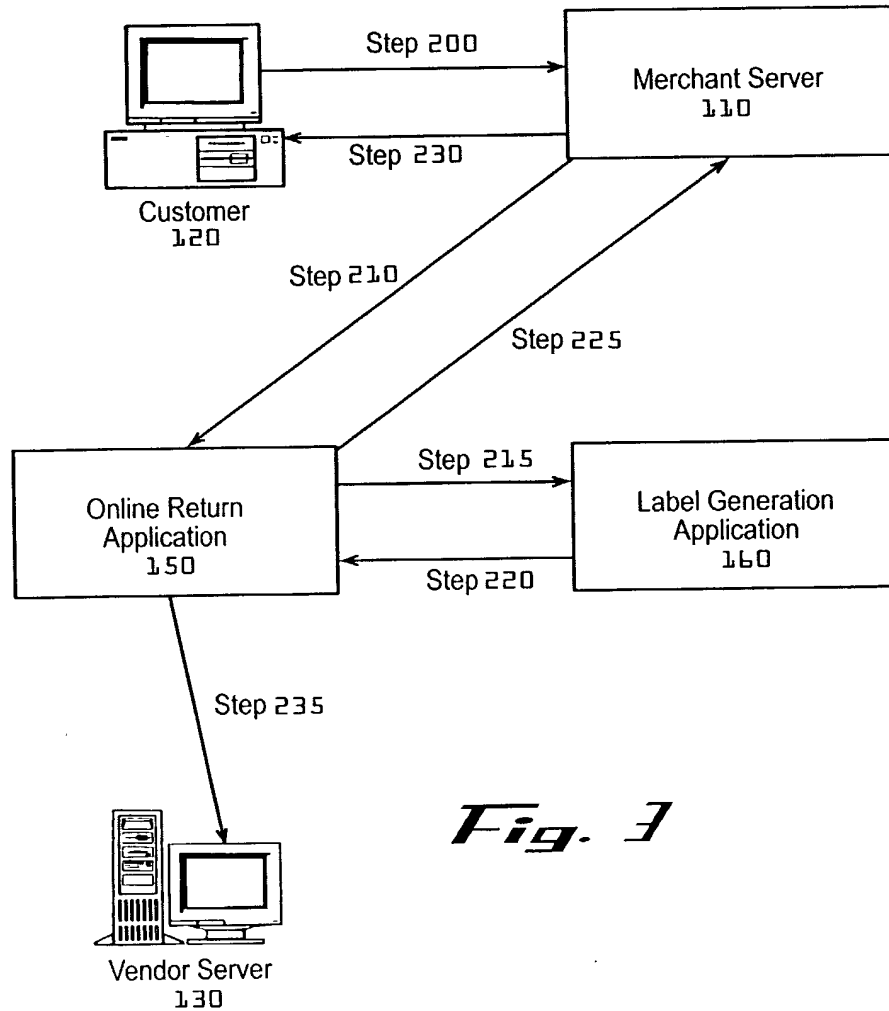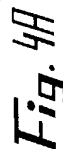Attorney Docket Number: 18360/236825

Step 200

Merchant Server
110

Step 230

Customer
120

Step 210

Step 225

Online Return
Application
150

Step 215

Label Generation
Application
160

Step 220

Step 235

Vendor Server
130

Fig. 3

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

buy.com-Profile-Microsoft Internet Explorer

File Edit View Go Favorite Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Fonts Print Edit

Address: https://www.us.buy.com/corps/support/eAccount/profile.asp?shopper_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6

buy.com
the internet superstore / at home / at work

☏ basket | ☑ checkout | ☑ checkout
? support | 🎁 gift center | ⌐ country

Search At Home ▾   GO

?support
My Account
Forgot password
New Account

Support | Company Info | Investor Info | buy.com | Affiliates

Support > My Account > Profile   Account History

Account Profile

For Lisa Mondeau   Payment Choices   Edit Login   Logout

Bill To: Payment Choices
American Express   — 230
37...1510
Lisa Mondeau

Ship To: Shipping Addresses   — 235
Lisa Mondeau

Click on an order number for more details, including tracking and billing information

order date	order # — 200	total	status — 210	— 215	— 220	— 225
8/29/2000	8158499	$63.73	Complete	Track	Return
8/23/2000	8079211	$11.60	Complete	Track	Return
8/11/2000	7920998	$45.60	Complete	Track	Return
8/11/2000	7920974	$22.52	Complete	Track	Return
8/11/2000	7920955	$22.52	Complete	Track	Return

— 205

Click on Return
for order detail

Internet zone

Fig. 4A

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

Fig. 4B

buy.com-Profile-Microsoft Internet Explorer

File Edit View Go Favorite Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Fonts Print Edit

Address: https://www.us.buy.com/corps/support/eAccount/profile.asp?shopper_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6

buy.com
the internet superstore

🛒 basket | 🛒 checkout | 🛒 checkout
? support | 🎁 gift center | ▶ country

Search At Home ▶
(GO)

at home / at work

Support | Company Info | Investor Info | buy.com | Affiliates

? support
My Account
Forgot password
New Account

Support > My Account > Submit Return

Order #8158499
Placed tuesday, August 29, 2000

Please read out return policy for our r

Reason For Return

...must include a return merchandise authorization number (RMA#)

Request An RMA#

sku 1021209   50X READER EIDE 6A 128K 85MS 6000KB/SEC VERT MNT CAPB — 290

qty   reason for return — 260

| 1 ▶ | | ▶ |

Non-defective ▶

Non-defective
Defective
Overshipment
Received Wrong Product

manufacturer's packaging   action requested

Opened ▶   285   Credit ▶

(REQUEST AN RMA#) — 295

All returned items will be examined upon receipt.
If the item is not as described (i.e. not defective or opened), we may be unable to issue you a credit or send a replacement, and the
product may be shipped back to you.

*If you request a replacement, we will ship your replacement after we receive your returned product. If you need a replacement right
away, we suggest that you request a credit and place a new order.

return other items

Internet zone

Fig. 4C

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

buy.com-Profile-Microsoft Internet Explorer

File Edit View Go Favorite Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Fonts Print Edit

Address: https://www.us.buy.com/corps/support/eAccount/profile.asp?shopper_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6

buy.com
the internet superstore / at home / at work

? support
My Account
Forgot password
New Account

Support | Company Info | Investor Info | buy.com | Affiliates

♫ basket | ⊡ checkout | ⊡ checkout
? support | ⊞ gift center | ▷ country

Search At Home ▷

Go

Support > My Account > Profile   Submit Return

Order #8158499
Placed Tuesday, August 29, 2000

Please read our return policy for our return guidelines. All returns must include a re...ization number (RMA#)

Request An RMA#

Business Rule

sku 10212109   50X READER EIDE 650A 128K 85MS 6000KB/SEC...ERT MNT CAPB
                                              manufacturer's pack...ging
qty   reason for return   280   action requested

1 ▷   Defective ▷   Opened ▷   285   Credit ▷   290

                            Opened
                            Unopened

                            REQUEST AN RMA#   295

All returned items will be examined upon receipt.
If the item is not as described (i.e. not defective or opened), we may be unable to issue you a credit or send a replacement, and the
product may be shipped back to you.

*If you request a replacement, we will ship your replacement after we receive your returned product. If you need a replacement right
away, we suggest that you request a credit and place a new order.

                            return other items

Internet zone

Fig. 4D

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

buy.com-Profile-Microsoft Internet Explorer
File Edit View Go Favorite Help
Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Fonts Print Edit
Address https://www.us.buy.com/corps/support/eAccount/profile.asp?shopper_id=OWJ66A1F.QSH2NV6000CM9C9GBEC30E6

buy.com
the internet superstore / at home / at work

⨇ basket | ⧠ checkout | ⊡ checkout
? support | ⊞ gift center | ► country
Search At Home ▸ GO

Support | Company Info | Investor Info | buy.com | Affiliates

? support
My Account
Forgot password
New Account

Support > My Account > Profile   Submit Return

Order #8158499
Placed Tuesday, August 29, 2000

Please read our return policy for our return guidelines. All returns must include a return merchandise authorization number (RMA#)

Request An RMA#

sku 10212109   50X READER EIDE 650A 128K 85MS 6000KB/SEC VERT MNT CAPB
qty   reason for return   280   manufacturer's packaging
1 ▸   Defective ▸   Opened ▸   285

295

Replacement
Credit

Credit
Credit
Replacement*

action requested
290

Request
RMA

REQUEST AN RMA#

All returned items will be examined upon receipt.
If the item is not as described (i.e. not defective or opened), we may be unable to issue you a credit or send a replacement, and the
product may be shipped back to you.

*If you request a replacement, we will ship your replacement after we receive your returned product. If you need a replacement right
away, we suggest that you request a credit and place a new order.

return other items

Internet zone

Fig. 4E

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

10098634.061702

buy.com-Profile-Microsoft Internet Explorer

File   Edit   View   Go   Favorite   Help

Back   Forward   Stop   Refresh   Home   Search   Favorites   History   Channels   Fullscreen   Mail   Fonts   Print   Edit

Address: https://www.us.buy.com/corps/support/eAccount/profile.asp?shopper_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6

buy.com
the internet superstore / at home / at work

🛒 basket | ☐ checkout | ☐ checkout
❓ support | 🎁 gift center | ☐ country

Search At Home ▾   Go

Support | Company Info | Investor Info | buy.com | Affiliates

❓ support
My Account
Forgot password
New Account

Support > My Account > Profile   Submit Return

Order #8158499
Placed Tuesday, August 29, 2000

Return Instructions for RMA#923530
Put the following products in one box:

Request for Label

10212109   50X READER EIDE 650A 128K 85MS 6000KB/SEC VERT MNT CAPB

Return Merchandise Authorization number for these products is RMA3 323530. Please write this number on your shipping box or
tracking slip. — 300

Click here to display and print your pre-paid shipping label. After you click here, we will also email you this link in case you'd like to print
your label at a later time or from a different computer.

RMA# issued

Follow the instructions on the label to ship your items to:
    buy.com Returns
    1395 South Lyon RM C
    Santa Ana, CA 92705

• Please return yor items in the original manufacturer's packaging.
• Please hold on to your tracking information until the return process is complete.
• We will ship your replacement once we receive your returned product.

Internet zone

Fig. 4F

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

```
<AccessRequest>                                    315            310
        <AccessLicenseNumber>5B532C247568B520<AccessLicenseNumber>
        <UserId>JohnQPublic</UserId>
        <Password>p@$$w*rd</Password>
</AccessRequest>                        320                              305
<ReturnRequest>
        <Request>
                <RequestAction>Return</RequestAction>
                <TransactionReference>
                        <CustomerContext/>
                        <XpciVersion Version = "1.0002"/>
                </TransactionReference>
322     </Request>                         325
        <LabelSpecification>
                >LabelPrintMethod>
                        <Code>GIF</Code>                  330
                </LabelprintMethod>
                <LabelStockSize)
                        <Height>8</Height
                        <Width>4</Width>                       332
                </LabelStockSize>
                <HTTPUserAgent>Mozilla/4.5</HTTPUserAgent>
                <LabelImageFormat>
                        <Code>GIF</Code>              335
                </LabelImageFormate>
337     </LabelSpecification>
        <Shipment>                              340
                <Shipper>
                        <Name>Merchant</Name>
                        <PhoneNumber>8005551212</PhoneNumber>
                        <ShipperNumber>abc123</ShipperNumber>
                        <Address>
                                <AddressLine1>11 Merchange Lane</AddressLine1>
                                <City>Atlanta</City>
                                <StateProvinceCode>GA</StateProvincecode>
                                >PostalCode>30188</PostalCode>
                                <Countrycode>US</CountryCode>
                        </Address>
                </Shipper>              345
                <ShipTo>
                        <CompanyName>Vendor</CompanyName>
                        <AttentionName>ContactName</AttentionName>
                        <PhoneNumber>8009190000</PhoneNumber>
                        <Address>
                                <AddressLine1>33 Vendor Lane</AddressLine1>
                                <City>Atlanta</City>
                                <StateProvinceCode>GA</StateProvinceCode>
                                <PostalCode>30018</PostalCode>
                                <PostalCode>US</CountryCode>
                        </Address>
                </ShipTo>              350
                <ShipFrom>
                        <CompanyName>Jane Doe</CompanyName>
                        <PoneNumber>5551414</PhoneNumber>
                        <Address>
                                <AddressLine1>2001 Consumber Drive</AddressLine1>
                                <City>Atlanta</City>
                                <StateProvinceCode>GA</StateProvinceCode>
                                <PostalCode>30010</PostalCode?
                                <CountryCode>US/CountryCode?
                        </Address>
                </ShipFrom>
```

Fig. 5A

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

351

305

```
<ReturnService>
        <Code>4</Code>
</ReturnService>                 352
<Service>
        <Code>01</Code>
</Service>                 355
<PaymentInformation>
        <Prepaid>
                <BillShipper>
                        <AccountNumber>123456</AccountNumber>
                </BillShipper>
        </Prepaid>
</PaymentInformation>         360
<Package>
        <PackageServiceOptions>
                <Notification>
                        <NotificationCode>3</NotificationCode?         365
                        <EMailMessage>
                                <EMailAddress>Vendor@vendor.com</EMailAddress>
                                <Memo/>
                                <Subject>Shipment ID</Subject>
                                <FromEMailAddress>Shipper@shipper.com</FromEMailAddress>         370
                                <FromName>Merchange</FromName>
                                <UndeliverableEMailAddress>Shipper@shipper.com</UndeliverableEMailAddress>
                        </EMailMessage>
                </Notification>
        </PackageServiceOptions>
        <AdditionalHandling/>
        <ReferenceNumber>
                <Code>75</code>
                <Value>0123456789</Value>
        </ReferenceNumber>
        <Description>Letter to be returned</Description>
        <PackagingType>
                <Code>01</Code>
        </PackagingType>
    </Package>
  </Shipment>
</ReturnRequest>
```

Fig. 5B

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

UPS Internet Shipping: View/Print Label

UPS Internet Shipping: View/Print Label ← 475

1. Print the label: Select Print from the File menu in this browser window to print the label below.

2. Fold the printed label at the dotted line. Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.

3. Getting Your Shipment to UPS ← 480
   Customers without a Daily Pickup
       Ground, 3 Day Select, and Standard to Canada shipments must be dropped off at an authorized UPS location, or handed to a US driver. Pickup service is not available for these services. To find the nearest drop-off location, select the Drop-off icon from the UPS tool bar.
       Air shipments (including Wouldwide Express and Expedited) can be picked up or dropped off. To schedule a pickup, or to find a drop-off location, select the Pickup or Drop-off icon from the UPS tool bar. Click here to find your nearest UPS Drop-off Location. ← 410

   Customers with Daily Pickup
       Your driver will pickup your shipment(s) as usual. ← 485

FOLD HERE

Fig. 6

SHIPFROMCOMPANYNAME(JOEC) 1of1 ← 430
11 SHIPFROMADDR1(JOEC)
LONG ISLAND CITY NY 11101

ARS

SHIP TO:
SHIPTOATTNNAME(VENDOR)
(333) 656-7337 9339
SHIPTOCOMPANYNAME(VENDOR)
USSHIPTOADDR2(VENDOR)
USSHIPTOADDR3(VENDOR)
33 SHIPTOADDR1(VENDOR)
ATLANTA GA 30346 ← 435

GA 300 9-03 ← 440
← 375

UPS NEXT DAY AIR 1
TRACKING#: 1Z F00 100 84 9006 7972

SAMPLE ← 450

BILLING: P/P ← 455
DESC: MerchandiseDescriptionText ← 460
AUTHORIZED RETURN SERVICE ← 465
RMA: abcdefg ← 470

← 405
400 RETURN SHIPPING LABEL

415
420
425
427

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

500

```
<?xml version = "1.0"?>
<ReturnResponse>
        <Response>                              505
                <TransactionReference>                 510
                        <CustomerContext>
                                <XpciVersion Version   ":1.0002"/>
                        </CustomerContext>
                </TransactionReference>                      515
                <ResponseStatusCode>1</ResponseStatusCode>
                <ResponseStatusDescription>Success</ResponseStatusDescription>
        </Response>
        <ShipmentResults>                    520
                <ShipmentCharge>
                        <TransportationCharges>
                                <CurrencyCode>USD</CurrencyCode>
                                <MonetaryValue>3.5</MonetaryValue>
                        </TransportationCharges>
                        <ServiceOptionsCharges>
                                <CurrencyCode>USD</CurrencyCode>
                                <MonetaryValue>3.5</MonetaryValue>
                        </ServiceOptionsCharges>
                        <TotalCharges>
                                <CurrencyCode>USD</CurrencyCode>
                                <MonetaryValue>7.00</MonetaryValue>
                        </Totalcharges>
                </ShipmentCharges>
                                              525
        <BillingWeight>
                <UnitOfMeasurement>
                        <Code>LBS</Code?                              530
                </UnitOfMeasurement>
                <Weight>0</Weight>
        </BillingWeight>
        <ShipmentIdentificationNumber>1Z123BDS4561268F9L</ShipmentIdentificaitonNumber>
        <PackageResults>
                <TrackingNumber>1Z123BDS4561268F9L</TrackingNumber>
                <TransportationCharges>
                        <CurrencyCode>USD</CurrencyCode>
                        <MonetaryValue>3.5</MonetaryValue>
                </TransportationCharges>
                <ServiceOptionsCharges>
                        <CurrencyCode>USD</CurrencyCode>
                        <MonetaryValue>3.5</MonetaryValue>
                </ServiceOptionsCharges>
                <TotalPackageCharges>
                        <CurrencyCode>USD</CurrencyCode>
                        <MonetaryValue>7.00</MonetaryValue>
                </TotalPackageCharges>
        </PackageResults>
    </ReturnResponse>
</ReturnResponse>
```

535

Fig. 7

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

----------- Original Message -----------
From: ShipperName(MERCH) [mailto:esc1cbf@ups.com]
Sent: Tuesday, March 06, 2001 11:50 AM
To: esc1gsc@ups.com
Subject: ReturnNotSubjectTest

UPS ReturnNotification

Message: _____ 555

This notice is to alert you that a shipment is in transit to:
ShipToAttnName*(VENDOR)
ShipToCompanyName(VENDOR0   _____ 420
33 ShipToAddr1(VENDOR)
USShipToAddr2(VENDOR)
USShipToAddr3(VENDOR)
Atlanta, GA 30346

This shipment was processed on Tue mar 06 11:49:57 EST 2001 by:
ShipFromAttnName(JOEC)
ShipFromCompanyName(JOEC)
11 ShipFromAddr1(JOEC)   _____ 415
USShipFromAddr2(JOEC)
USShipFromAddr3(JOEC)
Long Island City, NY 11101

This shipment was processed by UPS OnLine Tools.
To learn more about the benefits fo shipping with UPS OnLine, please4 see:
http://ec,ups.com
                                                   _____ 375
Shipment Detail:
Tracking# for Shipment: 1ZF001008493498233   _____ 460
Merchandise Description: MerchandiseDescriptionTest

Additional Detail: _____ 427
UPS Service Level: Next Day Air
Shipment Weight: 4.0 LBS
RMA: abcdefg   _____ 430
                                           _____ 470

You can track the shipment at any time from the following URL:
http://wwwapps.ups.com/etracking/tracking.cgi?tracknum=1ZF001008493498233
Or go to http://wwwapps.ups.com/etracking/tracking.cgi
and enter the tracking number.

Fig. 8A

560

```xml
<?xml version="1.0"?>
- <returnNotificationEMail>                                    340
  - <Shipper>
      <Name>ShipperName(MERCH)</Name>
      <AttentionName>ShipperAttnName*MERCH)</AttentionName>
    - <Address)
        <AddressLine1>22 ShipperAddr1</AddressLine1>
        <City>Belle Mead</City>
        <StateProvincecode>NJ</StateProvinceCode>
        <PostalCode>08502</PostalCode>
        <Country>US</Country>
      </Address>
    </Shipper>                                               415
  - <ShipFrom>
      <CompanyName>ShipFromCompanyName(JOEC)</CompanyName>
      <AttentionName>ShipFromAttnName(JOEC)</AttentionName>
    - <Address>
        <AddressLine1>11 ShipFromAddr1(JOEC)</AddressLine1>
        <AddressLine2>USShipFromAddr2(JOEC)</AddressLine2>
        <AddressLine3>USShipFromAddr3(JOEC)</AddressLine3>
        <City>Long Island City</City>
        <StateProvinceCode>NY</StateProvinceCode>
        <PostalCode>30346>/PostalCode>
        <Country>US</Country>
      </Address>
    </ShipFrom>
  - <Ship/To>                                                 420
      <CompanyName>ShiperName(MERCH)</CompanyName>
    - <Address>
        <AddressLine1>33 ShipToAddr1(VENDOR)</AddressLine1>
        <AddressLine2>USShipToAddr2(VENDOR)</AddressLine2>
        <AddressLine3>USShiptroAddr3(VENDOR)</AddressLine3>
        <City>Atlanta</City?
        <StateProvinceCode>GA</StateProvinceCode>
        <Country>US</Country>
      </Address>                                              460
    </ShipTo>
      <Description>MerchandiseDescriptionTest</Description>
  - <packageweight>
    - <UnitOfMeasurement>                          430
        <Code>LBS</Code>
      </UnitOfMeasurement>
      <Weight>4.0</Weight>
    </PackageWeight>                            470
  - <ReferenceNumber>
      <Code>75</Code)
      <Value>abcdefg</Value>                                 375
    </ReferenceNumber>
      <TrackingNumber>1ZF001008493498233</TrackingNumber>
</ReturnNotificationEMail>
```

Fig. 8B

step 700

Merchant Server
110

Customer
120

Step 735

Step 740

Step 730

Step 720

Step 705

Online Return Application
150

Step 710

Step 715

Step 725

Label Generation Application
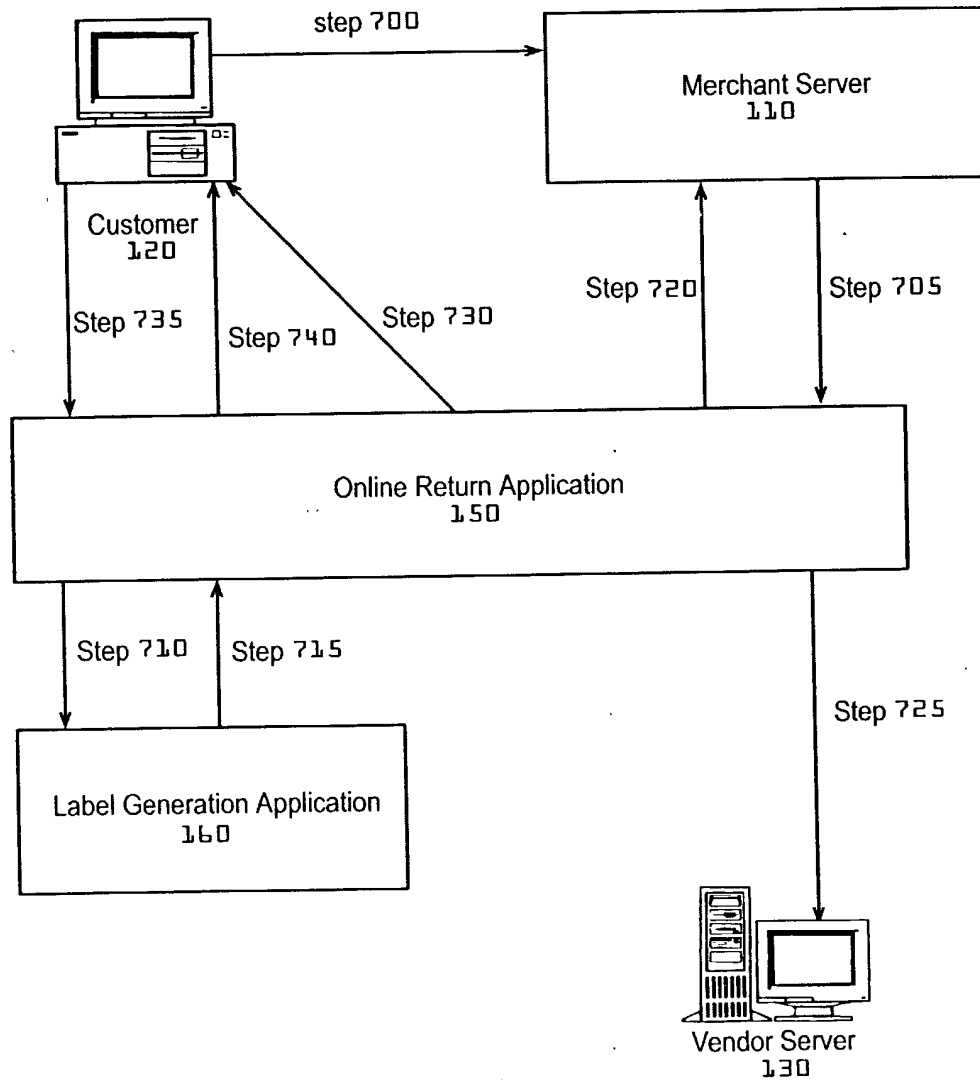160

Vendor Server
130

Fig. 9

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

step 800

Merchant Server
110

Customer
120

Step 820

Step 805

Step 735

Online Return Application
150

Step 830

Local Carrier Facility

Step 815

Step 810

Step 825

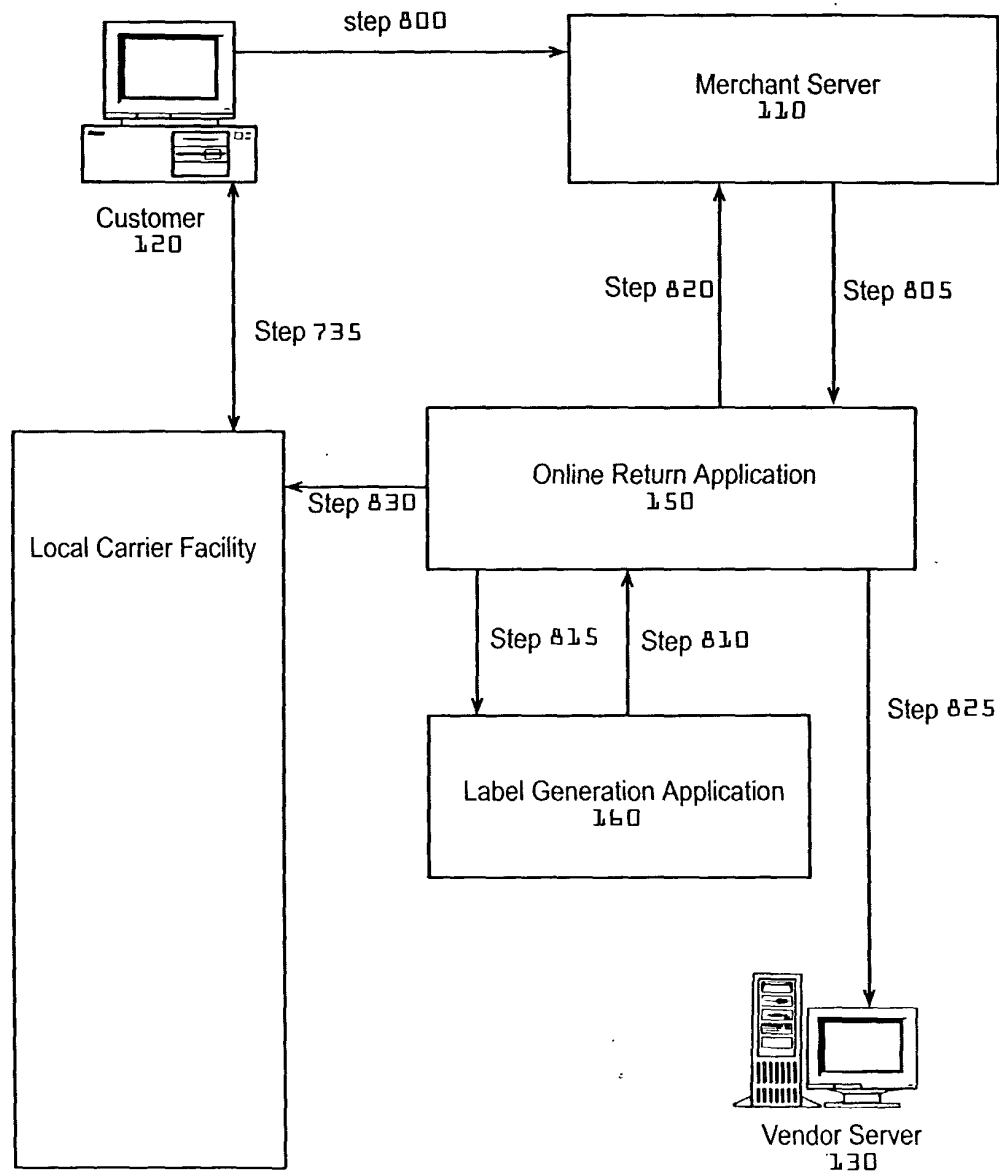Label Generation Application
160

Vendor Server
130

Fig. 10

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
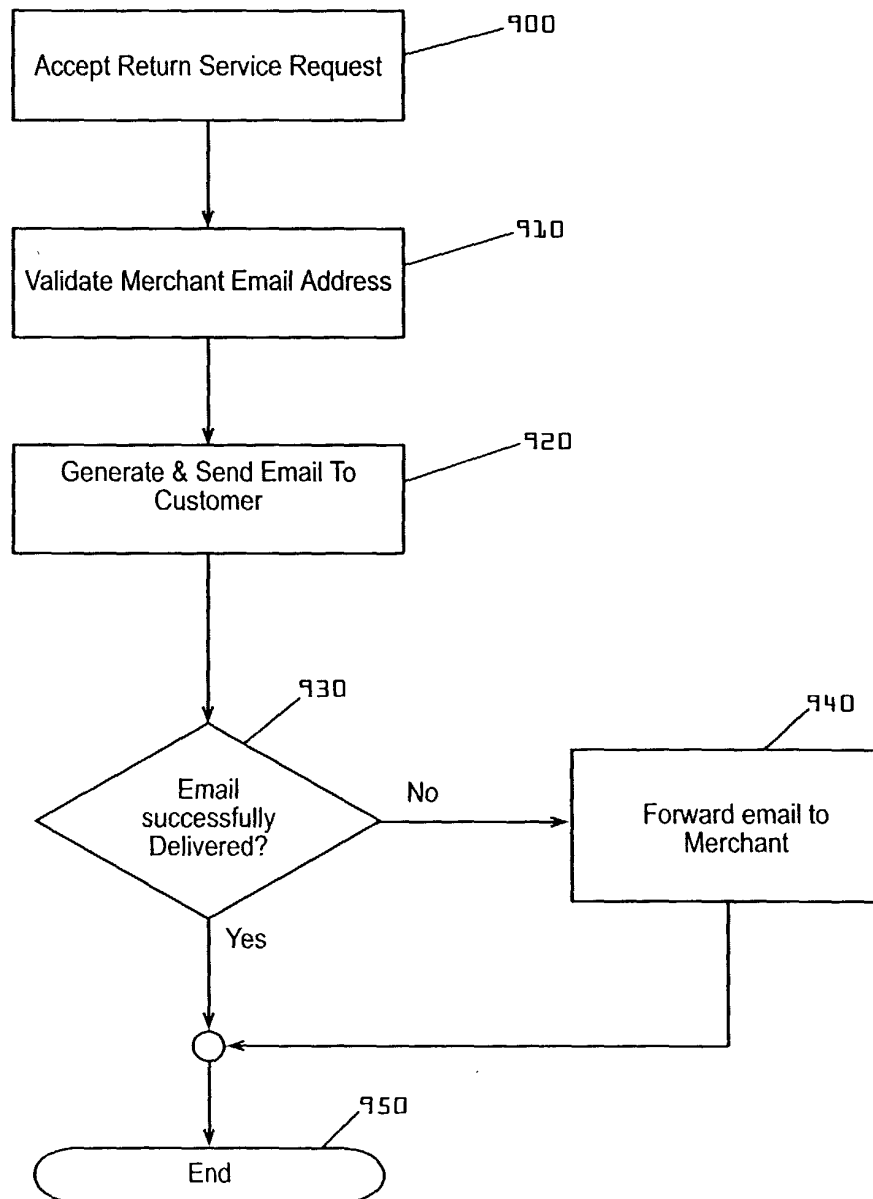Attorney Docket Number: 18360/236825

Accept Return Service Request — 900

Validate Merchant Email Address — 910

Generate & Send Email To Customer — 920

930 — Email successfully Delivered?

No → Forward email to Merchant — 940

Yes

End — 950

Fig. 11